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I. Overview

BankFinancial Online Lockbox allows users to search processed images of coupons, checks, forms, and transactions, and create reports on processed work. Online Lockbox gives you access to information in real-time, and provides you with a secure avenue through the Internet for:

- Downloading daily accounting system extracts
- Downloading custom reports or announcements
- Creating PDF copies of processed items
- Extracting data from captured information
- Uploading files to the lockbox

A. Users and User Roles

User rights and limitations are defined by two different components of a user’s login identity. The login identity appears after successful login, immediately below the default site logo and site banner.

The two components that make up the login identity are the user type and the user rights, for sections available when the login is created, such as the option to view the reports or downloads sections.

There are two user types:

- Users are assigned to a company and only have access to the categories within that company. They cannot create, modify, or remove other users, but can search, download files, and create reports. An example of this user would be a customer service or front counter employee working at a utility company.
- Company Administrators (CompanyAdmin) are assigned to one company specifically. They manage only the users within that company, but can add new users, manage user rights, and delete users. They have access to the same privileges as a user. An example of a person with this user role would be the customer service manager at the utility company.

B. System Information

The system requirements for using Online Lockbox are minimal, but they must be met in order to display images and data correctly.

- Screen resolution of 1024 x 768 or higher
• At minimum, Internet Explorer 7, Firefox 3.6, Opera 10, or Safari 3
• 128-bit encryption capable browser
• Microsoft Silverlight plugin for images (If not installed, a link is provided at the login page and the search area)
• Adobe Reader 8.0 or higher

C. Help Menu

All users, regardless of their roles, have access to the Help menu. To open the User’s Guide for your current user role, select the Help menu and a pop up PDF copy of the User's Guide will appear for viewing or downloading.

For company admin users, hovering the mouse over the Help menu displays a list including the User’s Guide, Company Admin User’s Guide, and Site Administrator’s Guide. The User’s Guide options given are based on the current login identity’s user role.

D. Changing Your Password

When a new user is created or an administrator changes a user’s password, Online Lockbox generates a temporary password. The system will never display currently used passwords other than temporary assigned passwords. After an initial successful login to Online Lockbox, the user will be asked to change their password.

1. On the Change Password menu, type your Old Password and then New Password twice.
   The password is required to be, at minimum, 7 characters long and include at least one numeric and one special character, such as @, !, or $.

2. Select Save.

E. Logging In

If you are logging in for the first time, type the temporary password given to you by the administrator. The system will take you directly to the Change Password section. You are
required to change your password before you can continue.

1. Log into **Online Business Banking**.

2. Select **Lockbox** from the main drop down menu

3. Select **Lockbox** from the top Green Bar.

4. Enter your assigned **Company, User Name**, and then **Password**.

5. Select **Login**.

   On your fifth consecutive failed attempt to log in, the system will disable your login. Contact a system administrator to reset your login.

F. **Logging Off**

For security reasons, it is important to log off of Online Lockbox when you finish each session. However, the system will automatically log off the current user if the session is idle for a defined period of time. To log off of Online Lockbox, select the **Log Off** menu, which will take you back to the **Log In** screen.

G. **Navigation Bar**

If the matching search results comprise more than one page, the system displays a bar immediately below the grid. This bar contains several components for navigating through the search results pages:

- Links and **Page** field to navigate through the search results
- **Page size** field to change the number of items that appear
- The number of items displayed out of the total matching search results
Use one of three methods to navigate through multiple pages of search results:

- Select the left arrow and right arrow buttons to page through results.
- Select the page number you want to view.
- In the Page field, type the page number you want to view and then select Go.

If the grid of results displays too few or too many results per page, the user may change the amount of items that appear at one time using the Page Size field. Type the desired amount of items per page and then select Change.

II. Search Menu

The Search menu is comprised of two sections:

- **Search Criteria** – When you select the Search menu, Online Lockbox automatically displays the search criteria section. When results from a search are found, this section will collapse to provide more viewable area for results.
- **Search Results** – After you perform a search, Online Lockbox will expand this section and display the following:
  - A grid with values from all matching search results
  - A details sub section with additional information about the selected item
  - An image of the currently selected item from within the results

To manually expand or collapse each section, select the section headers.

A. **Search Criteria**

The Search Criteria section of the Search menu allows you to type as much or as little information as necessary to find items. The fields given in the Search Criteria may differ from one category to another.

1. **Field Definitions: Search Criteria**

Some criteria may include two fields, a From and To field, so that you can search within a range. You can leave the To field blank if you do not want to search within a range. For example, if your criteria includes fields for a range of check numbers, but you want to search for one specific number, type that number in the Check Number From field and leave the Check Number To field blank.
Applied Amount
This field is the amount applied to the account number if the project includes an equivalent account number field. Otherwise, this is the check amount.

Categories
This field appears only if your access rights allow you to search more than one category. Select the category that you want to search.

Run Date
You can define a run date by doing one of the following:

▪ Type a date in the format month/date/year. For example: 8/27/2009.
▪ Select the calendar icon to select a date.
▪ Select a pre-defined range of dates from the Date Range list. Online Lockbox automatically fills the Run Date fields with the corresponding dates.

Status
You can search for items with selected status:

▪ Completed - includes all items that have been processed
▪ Rejected - includes all items that have been processed and flagged as rejected. It also includes items that have been captured, but have not yet finished processing.
▪ All - includes both completed and rejected items

B. Searching for Items

1. On the Search menu, make your selections or type the desired values in the Search Criteria section.
2. Select Search.

Select Reset to change the Categories or clear the Search Criteria.
C. Search Results

Once the user selects Search, the Search Criteria section will collapse, expanding the Search Results section. This area includes four sub-sections: the grid of results, Details, selected item image, and Export menus.

1. The Grid of Results

The fields displayed in the tabular grid of results are configurable within the Online Lockbox category. Colors in the grid alternate for ease of navigation.

The far left column is called the Transaction column. Select the arrow in this column to expand the selection and display all items in the transaction associated with the selected item.

To group items or sort items by column header, select the column header name or drag the column header name to the bar above it. To reorder fields displayed within the grid, select and drag the column header to another position. Online Lockbox initially displays search results by run date and sequence number. However, you can change the way the display appears by:

- Grouping by column header
- Sorting items by column header
- Both grouping and sorting items by different column headers
2. **Grouping Items by Column Header**

1. Point to the column header you want to group by until the cursor changes to a 4-way arrow.
2. Select and drag the column header above the center of the bar.
   The system groups the results by the selected column header with labels between each group. Just above the grid, the system displays the name of the grouping with a triangle icon that allows you to change the order of the grouping.
3. Select the triangle icon next to the column header to switch the groupings to ascending or descending order.

3. **Sorting Items by Column Header**

1. Select the column header.
   Online Lockbox will sort the data based on the column header you selected in descending order.
2. Select the triangle icon next to the column header to change the data from ascending or descending order.

4. **Selected Item Information**

The first item that is found in the search results immediately appears in the sub-sections below the grid of results. If you select and highlight an item within the grid of results, the Details section and selected item image change to reflect the information for the selected item.

5. **Details**

The section under the Details bar is collapsed by default. Select this bar to expand the Details section. This gives additional fields for the selected item different from the results in the grid of results. The fields given in the Details section can be configured within the Online Lockbox category. Certain fields are not allowed in the grid of results, but may be configured to be shown within the Details section, such as the Document ID or Transaction ID. These fields may never be necessary information for customers because they are only relevant to SQL or the Online Lockbox service.
6. **Image**

When an item is selected in the grid of results, a Microsoft Silverlight enhanced image of the item appears just below the **Details** bar. The image area includes options for adjusting how the image looks to the viewer.

If you select anywhere within the image, a magnifying glass utility displays an enlarged section of the item image. Select and drag the mouse across the image to move the magnifying glass from one point to another. Release the mouse in the spot where you want the magnifying glass to rest. Select the mouse again to reset the utility.

**Functions: Image**

The field definitions below are listed in order of how they appear on screen.

Full Screen
Allows you to enhance the size of the item. To exit, press the Esc key.

**Rotate Image**
Allows you to turn the image 90 degrees. Select **Rotate Image** once more to rotate the image 180 degrees, then 270 degrees, then back to its original position.

**Back Image**
Allows you to view an image of the back of the item selected.

**Actual Size**
Allows you to view the true size of the item.

D. **Exporting Results to a File**

The bottom section in the **Search Results** is made up of two tabs: the **Export to PDF** tab and
Export Grid tab. Users may opt to create PDF copies of the images of items in order to print, save, or create Word, Excel, or .CSV (comma separated values) files of the data contained in the grid of results. Select the appropriate tab to display the criteria for exporting.

1. Exporting Images and Information to PDF Files

The following image shows the options for creating a PDF file export. Once you select the options, select Export to select a location on the local computer where the file will be saved.

There are several options for creating the PDF file:

- Choosing to create the PDF with only the selected item, the current page of items listed in the grid of results, or the whole transaction associated with the selected item
- Listing the Main Data which includes all information about the item in the grid of results
- Listing the information given in the Details section
- The Front Image
- The Back Image

2. Exporting the Grid of Results

The following image displays the options for creating an export file from information within the grid of results. This export type is data only and does not include images. While Online Lockbox creates files in Microsoft Office formats, it does not require the Word or Excel programs to create the file. However, your system does require the programs to open the file type.

When you select Export in the Export Grid menu, you can create files with two options sets:

- Either Export current page from the grid of results page or All Pages
- Create either a Word, Excel, MS ExcelIML, or CSV (comma separated values) file

III. Download Menu

The Download menu allows users to download files such as company announcements, custom reports, accounting software extraction files from Online Lockbox, etc. This can
eliminate the need for a lockbox provider to perform extra steps such as emailing or sending a billing system file via FTP.

There are two ways Online Lockbox can give users access to downloadable files:

- The **Download Files** section gives users access based on the company in which they are assigned. These files can include reports, bulletins, etc. and are accessible in this section by any user within the named company if the appropriate user rights are given.
- The **Download Extracts** section gives users access to files generated for specific projects. These files may include billing system files extracted by the named project in Online Lockbox. Any user with the rights to this section and the named project are able to download these files.

### A. Downloading Files under Download Files

Based on the company used to log in, **Download Files** lists all files available for download to the user’s computer. The green download button displays in the left column.

1. On the **Download** menu, select **Download Files**.

   ![Download Menu](image)

2. Select the appropriate company in the **Company** list.

3. Find the desired file in the list of available files and then select either icon or the **File Name** link. Online Lockbox will download the file and a dialog box appears.

4. Select **Run** or view the file immediately. Select **Show All** Files to view all files.

### B. Downloading Available Files under Download Extracts

Any user with the rights to download extracts can select one of the first three columns to download the files in the list.

1. On the **Download** menu, select **Download Extracts**.
3. Select the appropriate **Project** from the list.

   Project access is determined by the company and category in which the user is assigned.

4. Find the desired file and then select either icon in the first two columns or the **File Name** link. Online Lockbox will then download the file to a temporary location and a dialog box appears.

5. Select **Run** or view the file immediately.

   Select **Show All Extracts** to view all files.

IV. **File Upload Menu**

At times, lockbox customers may have a need to upload files directly to the lockbox. For example, if a customer has a billing system file to be used for a lookup table in Online Lockbox, or an extraction file format to upload in order for the lockbox employee in charge of maintaining projects to view.

The **File Upload** menu gives users the ability to upload in two ways:

- Single File Upload
- Multiple File Upload

   **A. Uploading a Single File**

1. On the **File Upload** menu, select **Single File Upload**.
2. Select **Browse**.
3. Navigate to the desired upload file and then select **Upload**.
You can select and drag column headers to reorder the columns or group information in the list.

<table>
<thead>
<tr>
<th>File Upload</th>
<th>Reports</th>
<th>Change Password</th>
<th>Help</th>
<th>Log Off</th>
</tr>
</thead>
</table>

Select or Drag & Drop Files Here

- Upload
- Cancel

The file will be copied to the server and listed in the uploaded files section.

B. Uploading Multiple Files

2. You may either:
   » Drag and drop files into the Drag and Drop files here box.
   » Select Browse, the desired file, and then Upload.

The file will be copied to the server and listed in the uploaded files section.

V. Reports Menu

Reports are invaluable tools for tracking information processed in Online Lockbox which allows reports to be generated for not only multiple days, but multiple projects. Hovering over the Reports menu produces a list of these available reports:

- **Batch Detail Reports** - provide information about each item per batch as well as the batch itself, such as the batch total amount.
- **Batch Summary Reports** - give totals and subtotals for batches and projects per run date. By default this is given by batch types, but this information can be grouped just as in online Lockbox.
- **Work Reports** - give processing information about each project, such as the number of checks or documents scanned for the dates selected.
- **Activity Log Reports** - provide users with a transaction log of activity performed in Online Lockbox.
A. Creating Batch Detail, Batch Summary, and Work Reports

1. On the Reports menu, select a report.
2. Select a category from the list.
3. Select the Projects from the list that you want to report on.
4. Select the Start and End Dates the report should entail by either typing the dates in the text boxes provided or selecting the calendar icon.
5. Select Report.
6. Select Open, Save, or Cancel.

B. Creating Activity Log Reports

The Activity Log report gives information pertaining to the traffic within Online Lockbox.

2. Select the Company for which the report will be generated.
3. Select the Users within the company selected.
4. Select the Activity Type the report will contain.
5. Select the Start Date and End Date the report should entail by either typing the dates in the fields or selecting the calendar icon. The list to the right of the End Date field provides a list of preset options. Select a preset to change the Start Date and End Date field values to include in the report.
7. **Select Open, Save, or Cancel.**

<table>
<thead>
<tr>
<th>Activity Log Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company: All Projects</td>
</tr>
<tr>
<td>User: All Selected</td>
</tr>
<tr>
<td>Activity Type: All Selected</td>
</tr>
<tr>
<td>Start Date: 2/6/2017</td>
</tr>
<tr>
<td>End Date: 2/6/2017</td>
</tr>
<tr>
<td>Today:</td>
</tr>
</tbody>
</table>

Open report in: [ ]

[ ] Report
[ ] Cancel